Iowa PMP Web Center
User Guide
3/15/2009

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Chapter 1: Understanding the Web Center

Overview

Introduction

The Web Center is a software system for sharing information on suspected persons and for receiving and responding to requests for information on prescriptions dispensed to patients. Pharmacists and prescribers are the primary users of the site. The users can request patient or practitioner prescription reports and also issue alerts to other users on suspected prescription abusers or other relevant issues.

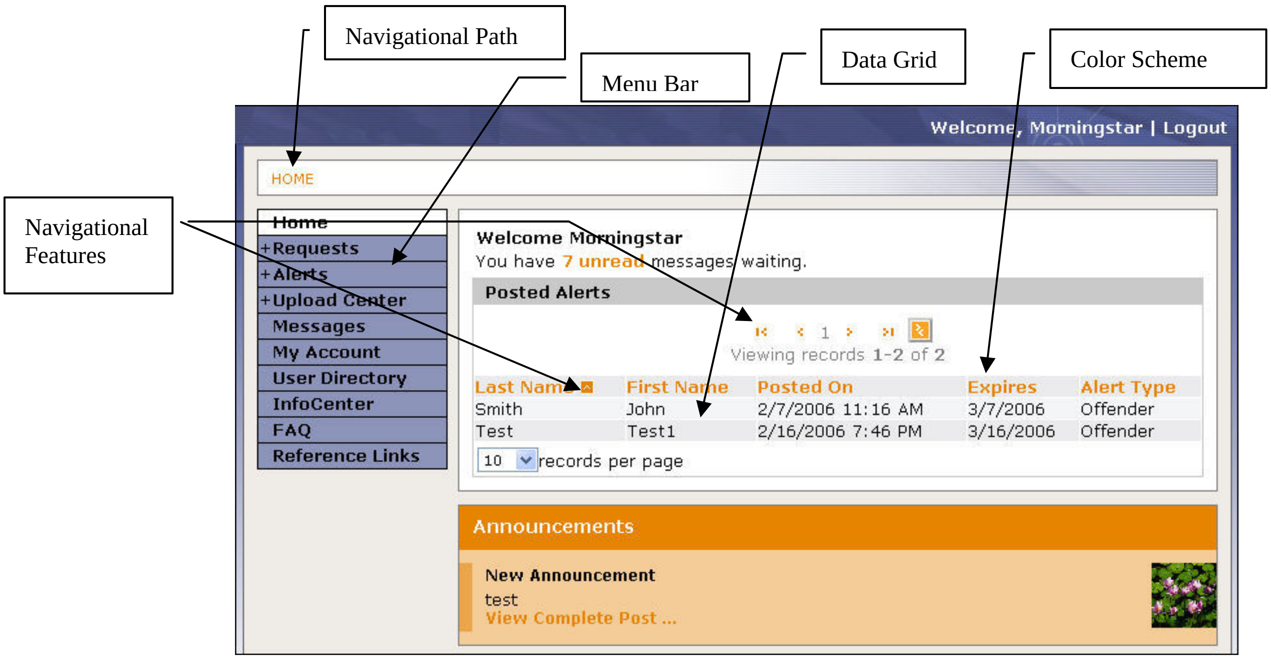
The Web Center facilitates the following functions:

- File and track a request for a patient prescription report online
- Receive a requested prescription report online
- Post an alert on a suspected person to all portal users of a specific region
- Distribute an alert on a suspected person to specific types of users within specific regions by email or fax
- View such alerts and respond to the alerts online
- Distribute notifications to specific types of users in specific regions by email or fax
- Provide portal users with links to related resources

Conventions and Navigational Features

Introduction

This section describes the Web Center's conventions and how to use the navigational features.



Color Scheme

Navigational and action links, buttons, and icons are represented by bold orange type or symbols.

Menu Bar

Displays the main sections. PMP Administrator assigns privileges, which grant you access rights to the portal. Menu items with a plus sign (+) contain subordinate menu items. Click the plus sign to open the menu item's drop-down menu. When you open a drop-down menu, the plus sign becomes a minus sign (-). Click the minus sign to close the drop-down menu.

Navigational Path

Section links located below the heading. A double colon (::) separates each section link to reflect the hierarchy of your location in the portal. To navigate to a particular section, click the name of the section in the navigational path.

Data Grid

Used throughout the portal to provide a list of items, such as names, agencies, jobs, etc. You can select an item from the Data Grid to view and modify its information.

Conventions and Navigational Features, Continued

Navigational Features

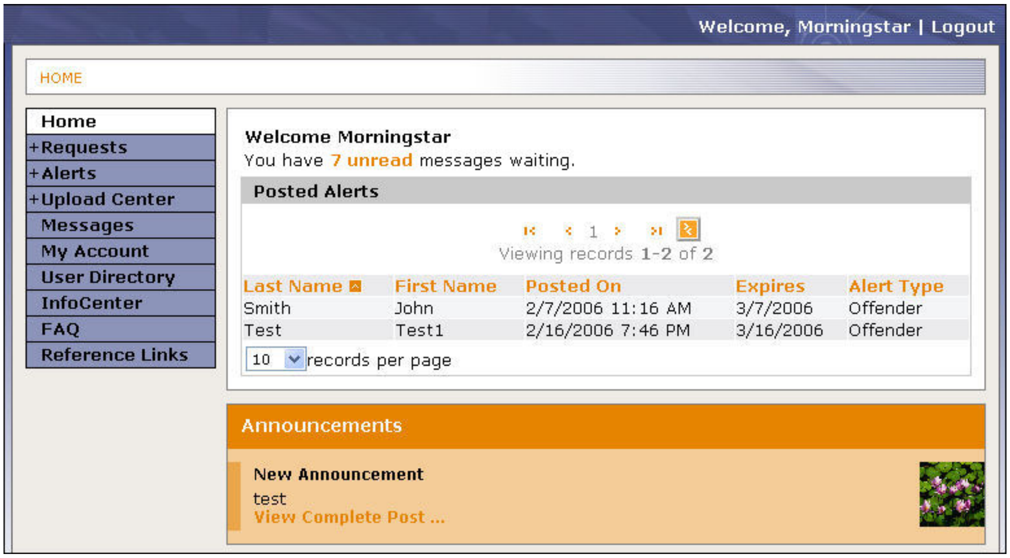
Icon	Features	Description
	Display next page	Click to display the next page of items.
	Display last page	Click to display the last page of items in the database.
	Display previous page	Click to display the previously displayed page in the database. Click multiple times to display other previously displayed pages in the database.
	Display first page	Click to display the first page in the database.
	Refresh Data Grid	Refreshes the list of items on the Data Grid that the user is viewing.
	Delete	Permanently deletes an item from the Data Grid.
	Records per page	Selects the number of items to be displayed on a page. For example, if 10 is selected from the records per page drop-down menu, ten items appear on each page displayed in the Data Grid.
	Sort by column heading (users can click a column heading in the Data Grid)	Sorts the items in a column alphabetically and numerically. The up arrow icon displays items alphabetically from A-Z and numerically in ascending order. The down arrow icon displays items that are sorted alphabetically from Z-A and numerically in descending order.

NOTE: All icons in the above table, except for the “records per page” icon, are displayed on the portal in orange print.

The Home Page

Introduction

The Home Page shows posted alerts, messages, announcements, and memos that apply to the logged-in user.



Alerts

Alerts are notices of identified persons under investigation for pharmaceutical abuse who may attempt to obtain drugs at your location. Posting printed copies of these notices warns your employees of the existence of these persons and aids in any related criminal investigations. Alerts can also identify prescriptions received by pharmacies where the entire information on the prescription is sent out as an alert or an alert may identify a person whose prescription access has been restricted to certain pharmacies or prescribers.

All alerts that have been posted for your region of the state and your user type appear in the Data Grid on the Home Page. If you click an individual item on the list, the Alert Detail is displayed.

Memos and Announce-ments

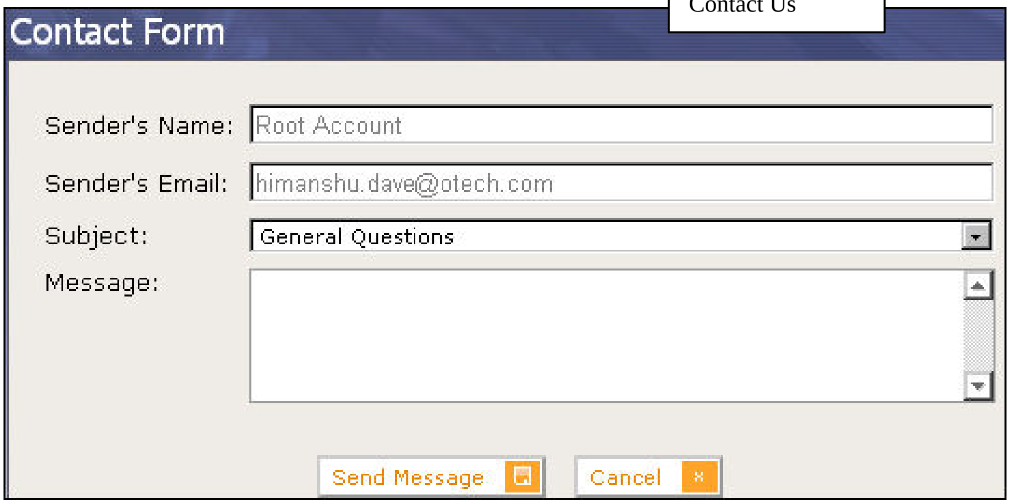
Memos and Announcements hold reminders or miscellaneous information that has been distributed to users of the Web Center by the Administrator. Click the **View Complete Post** link displayed in color to navigate directly to the Memo Details screen.

Contact Us

Contact Us

Click the **Contact Us** link from the bottom of any page within the application to contact an administrator.

Result: The Contact Form appears.



From the **Subject** drop-down menu, select an appropriate subject line. Enter your message and then click the **Send Message** button.

Chapter 2: Requests

Overview

Introduction

Requests are a key feature of the Web Center. The Requests option gives you the ability to obtain controlled substance utilization information on patients, depending on your access rights. To maintain data security, Web Center users are not granted direct access to the PMP data. Instead, you initiate a Request which runs against the PMP database and a report is returned to you.

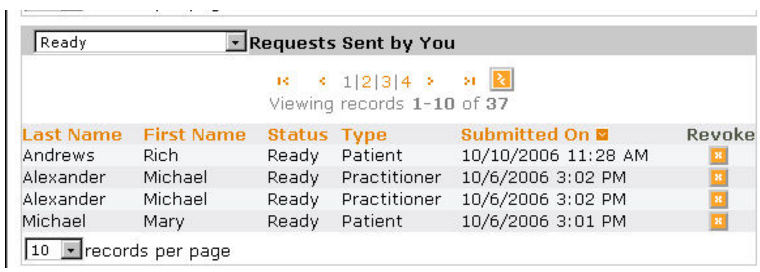
Viewing Requests

Introduction

View Requests shows you the status of all requests that you have initiated or received.

Procedure

Follow the steps in the table below to view requests.

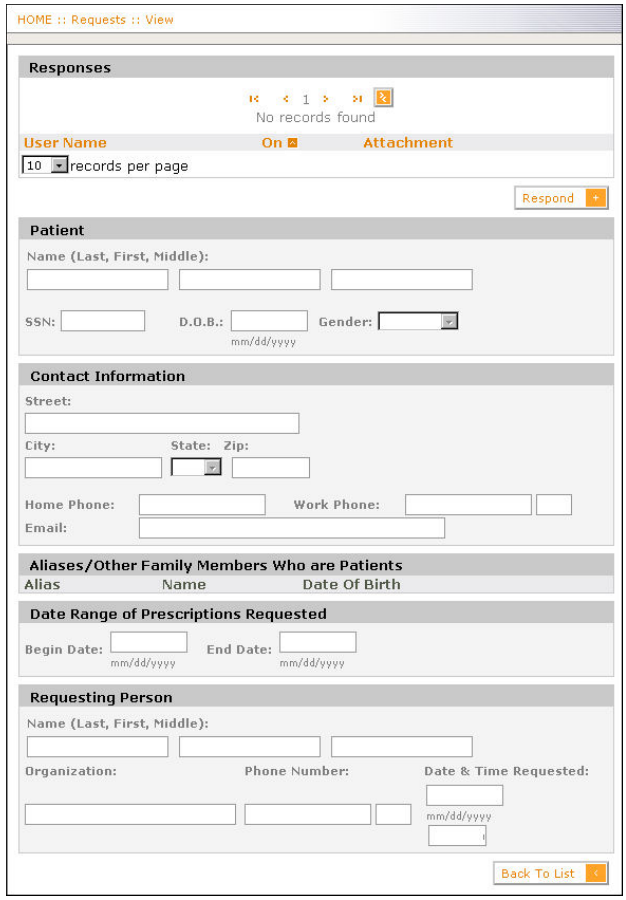
Step	Action
1	From the menu bar, click **Requests**.
2	Click **View**. **Result**: The Requests page appears. 
3	From the drop-down menu, select the type of request that you want to view. **Result**: All requests that correspond to the type that was selected appear in the grid. **Note**: Click any of the column headers to sort the rows in the grid by the data in the column. An up or down arrow appears to show the order in the primary sort column.

Viewing Requests, Continued

Procedure (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>Click the request row to view the details of the request.

Result: The View page appears.


</td></tr>
</table>

Responding to a Request

You can respond to a request you received (fulfilled or not) by clicking the **Respond** button. This action initiates the display of the **Response** field. Enter the text of your response and click **Save** to send it to the PMP Administrator. If you decide not to send the response, click **Cancel** to return to the text of the request.

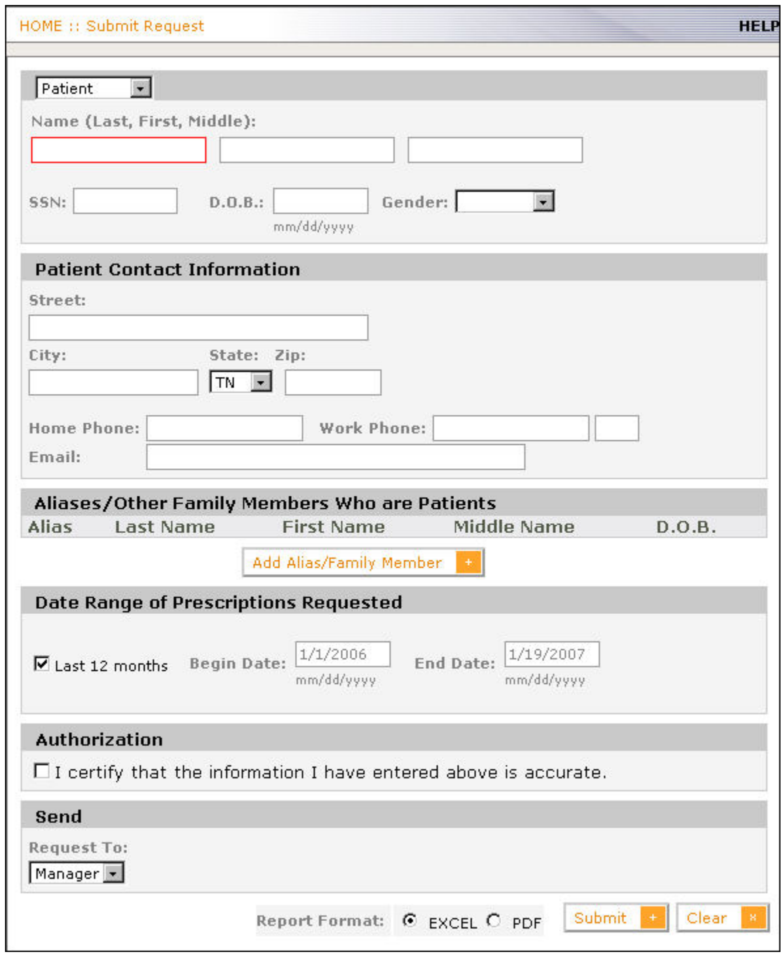
Submitting Requests

Introduction

The Submit Requests option provides the ability to enter requests for patient reports. These reports are actually queries against the database that generate a set of prescription data based on the patient's name and/or aliases.

Procedure

Follow the steps in the table below to submit a request.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the menu bar, click Requests.</td></tr>
<tr><td>2</td><td>Click Submit.
Result: The Submit Request page appears

</td></tr>
</table>

Submitting Requests, Continued

Procedure (continued)

Step	Action
3	From the drop-down menu, select the request type. (Patient)
4	Complete as much identifying information as you can on the patient. The more you include, the more accurately this person can be identified in the database.
5	Check the Authorization box at the end of the form. **Note**: The Request will not be submitted without authorization.
6	Click **Submit** to send the Request to the PMP Administrator.
7	Click **Clear** to remove all data and start over.

Report Automatically Generates

	In most cases you will be notified that your request has been automatically processed. The request will be displayed in the **Responses** section immediately below the message and also in the **Current Response** section immediately following. Click on the title of the **Attachment** to display the report.

Report Requires Review

	If your request is broadly defined and would generate a report with an excessive number of records, the report will not automatically process. You will receive a message indicating that your request has been submitted to a PMP Administrator for review.

Request Details Descriptions

Request Details Descriptions

Field/Button	Description
Request Type	In the heading, select the type of request you are submitting. (Patient)
Patient or Practitioner Detail	
Name	The name of the patient who received the prescriptions in Last, First, Middle format.
SSN	The Social Security Number of the patient.
Date of Birth	The patient's birth date.
Gender	The patient's gender.
Contact Information	
Street	The street address where the patient resides.
City	The city where the patient resides.
State	The state where the patient resides.
Zip	The zip code for the patient address.

Request Details Descriptions, Continued

(continued)

Field/Button	Description
Home Phone	The patient's home phone number.
Work Phone	The patient's work phone number.
Email	The patient's e-mail address.
Alias or Other Family Members Who Are Patients	
Add Alias/Family Member button	Click this button to add a family member who has also received similar prescriptions or to add an alias used by the patient.
Name/Alias	Enter the alias name or the family member's name, in Last, First Middle format.
Date of Birth	Enter the birth date of this family member.
Date Range of Prescriptions Requested	
Last 12 Months	Check this box to auto-fill the date range with values reflecting a range that begins on the first of the 12th full month prior to the current date and ending today. **Example**: A date range completed on February 10, 2009, the auto-fill Begin Date is February 1, 2008 and the auto-fill End Date is February 10, 2009.
Begin Date	Enter the beginning date for the range of prescriptions.
End Date	Enter the end date for the range of prescriptions.
Authorization	
Authorization Check Box	Check this box to authorize the request. This is required to initiate the request; the PMP Administrator will not process a request without authorization.
Submit button	Click **Submit** to enter the request and send it to the Administrator.
Clear button	Click **Clear** to delete all input and begin again.

Chapter 3: Alerts

Overview

Introduction

Alerts are another key feature of the Web Center. The Alerts option gives you the capability to view and initiate warnings on particular persons suspected of prescription drug abuse in your area. The warnings are posted to every user within the specific geographic area targeted by the Alert. They can then be printed out and the poster displayed within the pharmacy or practitioner's office to notify all staff. This is an important preventive measure that gives maximum exposure to the information in minimal time.

While outstanding Alerts are displayed on the Home Page, more detail is available for view using the Alerts function on the Menu Bar. You can even view expired alerts that you initiated.

Viewing Alerts

Introduction

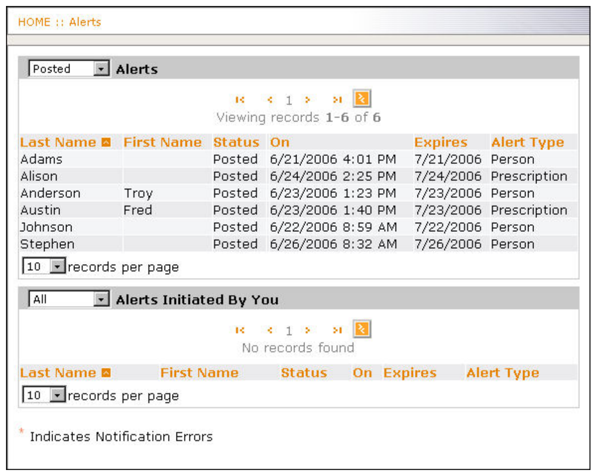
View Alerts shows you the status of all outstanding posted alerts as well as alerts that you have initiated.

Procedure

Follow the steps in the table below to view alerts.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the menu bar, click +Alerts.</td></tr>
<tr><td>2</td><td>Click View Alerts.

Result: The View Alerts page appears.



Note: All Posted Alerts that are in your queue appear as the top grid on the page. These are alerts that may be sent to all users in your region or to all users in the system.</td></tr>
<tr><td>3</td><td>Click a row in the grid to see the alert detail.

Notes:
To narrow or widen the types of alerts seen in the “Alerts Initiated by You” grid, change the option in the drop-down menu. The alerts that appear change accordingly.
No changes can be made to the alert information, but you can print it out for posting by clicking the Print Preview button and then the Print button.
Click on any of the column headers to sort the rows in the grid by the data in the column. An up or down arrow appears to show the order in the primary sort column.
Click Respond to open the Respond field and enter a response to the alert. Click Save to post the response (immediately appears in the Alert History section of the current alert). Click Cancel to delete all changes and return to the original Alert.</td></tr>
</table>

Submitting Alerts

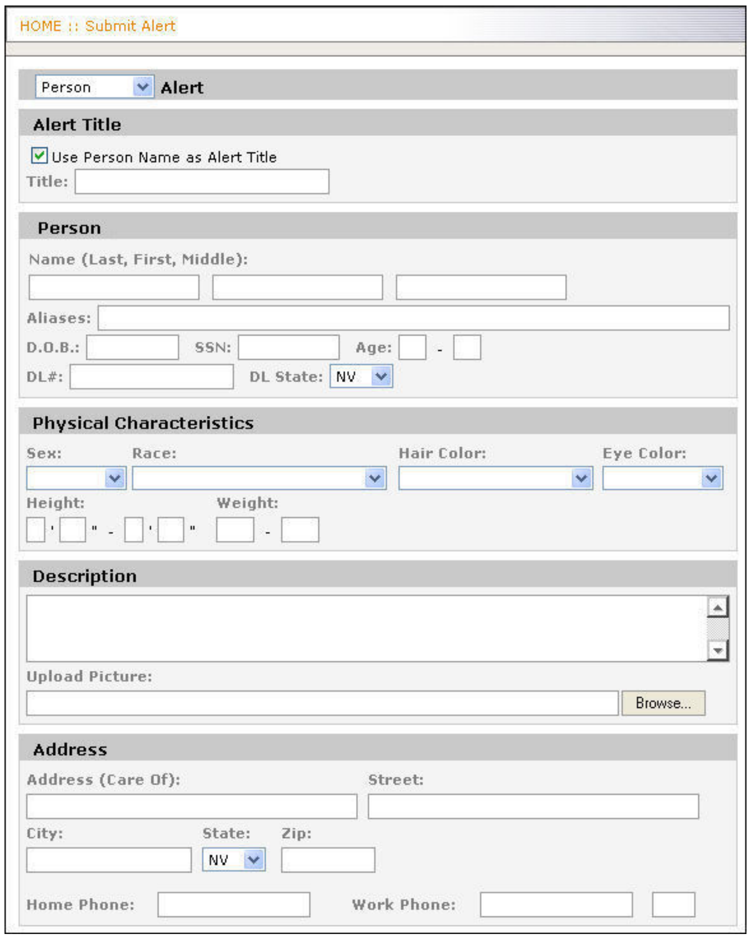
Introduction

The Submit Alerts option provides the ability to enter alerts for the PMP Administrator to distribute to other users of the system, usually within pre-defined regions.

Procedure

Follow the steps in the table below to submit an alert.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the menu bar, click +Alerts.</td></tr>
<tr><td>2</td><td>Click Submit.
Result: The Submit Alerts page appears.

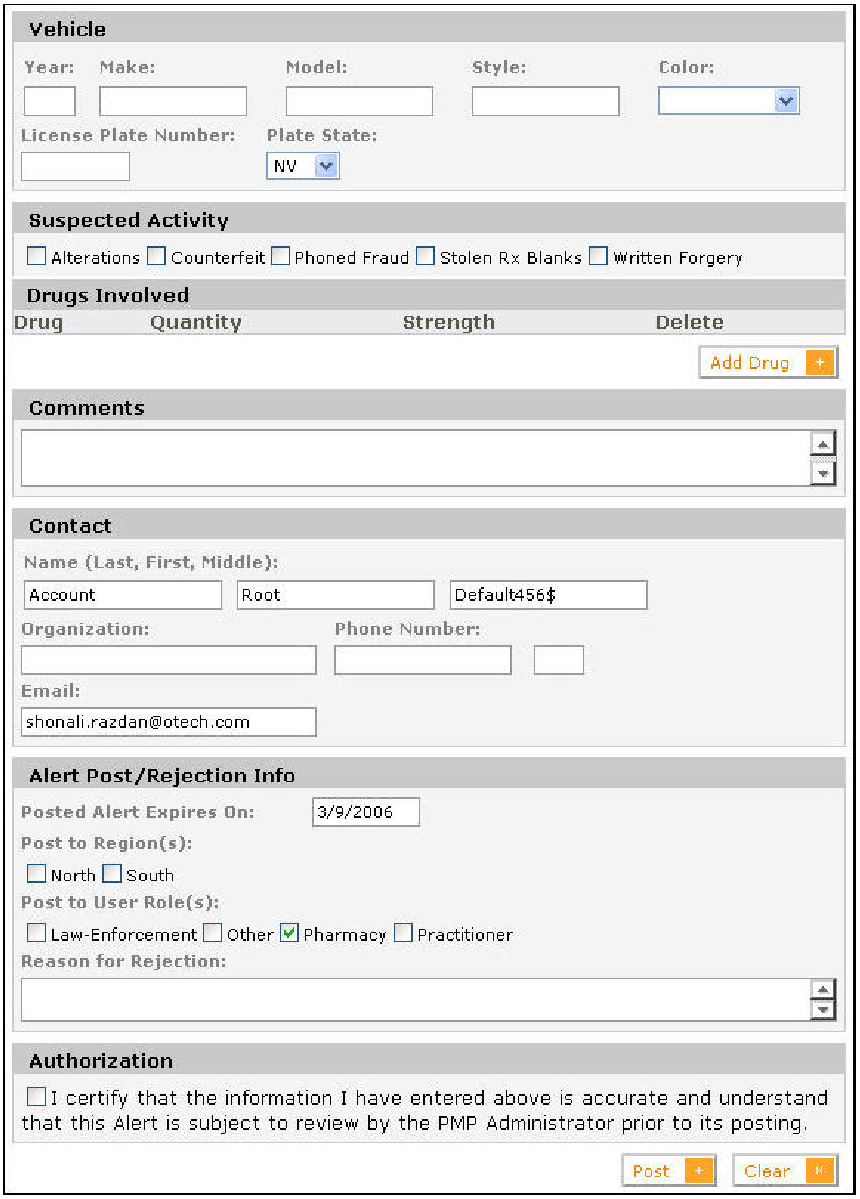


</td></tr>
</table>

Submitting Alerts, Continued

Procedure
(continued)

Step	Action
	(Image continued)



Vehicle

Year: Make: Model: Style: Color:

License Plate Number: Plate State: NV

Suspected Activity

Alterations Counterfeit Phoned Fraud Stolen Rx Blanks Written Forgery

Drugs Involved

Drug Quantity Strength Delete

Add Drug +

Comments

Contact

Name (Last, First, Middle): Account Root Default456$

Organization: Phone Number:

Email: shonali.razdan@otech.com

Alert Post/Rejection Info

Posted Alert Expires On: 3/9/2006

Post to Region(s):

North South

Post to User Role(s):

Law-Enforcement Other Pharmacy Practitioner

Reason for Rejection:

Authorization

I certify that the information I have entered above is accurate and understand that this Alert is subject to review by the PMP Administrator prior to its posting.

Post + Clear ×

Step	Action
3	From the **Alert** drop-down menu click **Person** or **Prescription**.

Submitting Alerts, Continued

Procedure (continued)

Step	Action
4	Select an Alert Title. Check the box to use the default alert title or click the box to remove the check mark and enter a different Title.
5	Enter as much detailed information as you have available. **Note:** Complete all keyed input before adding a picture or image. **Note:** If you need to enter more than one drug, click the **Add Drug** button again.
6	Check the **Authorization** box at the end of the form. **Note**: The Alert is not submitted without authorization.
7	If you have access to a picture of the person, click the **Browse** button above, next to the Description, and select the appropriate picture file.
8	The Contact data is defaulted to your information, taken from the My Account form. This can be changed if necessary.
9	Click **Submit** to send the Alert to the PMP Administrator for approval and distribution.
10	Click **Clear** to remove all data and start over.

Searching Alerts

Introduction

The Search Alerts option provides the ability to search the database for any subset of the alerts you are authorized to access. You can search either through person alerts or through prescription alerts by specifying so in the drop-down menu.

Procedure

Follow the steps in the table below to search alerts.

Step	Action
1	From the menu bar, click **+Alerts**.
2	Click **Search**. **Result**: The Search Alerts page appears.
3	From the **Alert** drop-down menu select the type of alerts you want to search through.
4	Enter as much information as you can to identify the alert being searched. **Note**: The criteria are linked by a virtual “and”, so every item selected must be satisfied to return an alert in the search results.
5	From the **Search Reason** drop-down menu at the end of the form, select the appropriate reason. **Note**: This field is required.
6	Click **Search** to begin the search. Search results are displayed in a new form.
7	To view the alert details, highlight and click a row in the Search Results grid. **Result**: The original Alert detail is shown, even if expired.
8	Click **Search Alerts** again and the previous Search screen appears, with your original search criteria.
9	Click **Clear** to remove all data and start over.

Chapter 4: Messages Function

Overview

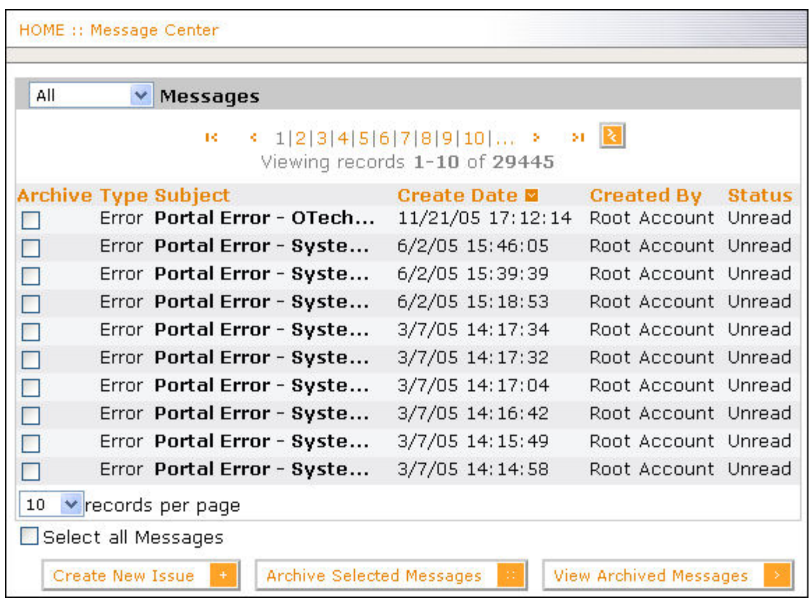
Introduction

The Messages function allows users to view notification messages and to create issue messages and post them to Messages for the PMP Administrator to view and respond. The Messages function does not allow you to send messages to other users.

Viewing Messages

Procedure

Follow the steps in the table below to view messages.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the menu bar, click Messages.
Result: The Message Center page appears.

</td></tr>
<tr><td>2</td><td>Highlight and click the row containing the message you want to view.
Result: The Message Detail page appears.</td></tr>
</table>

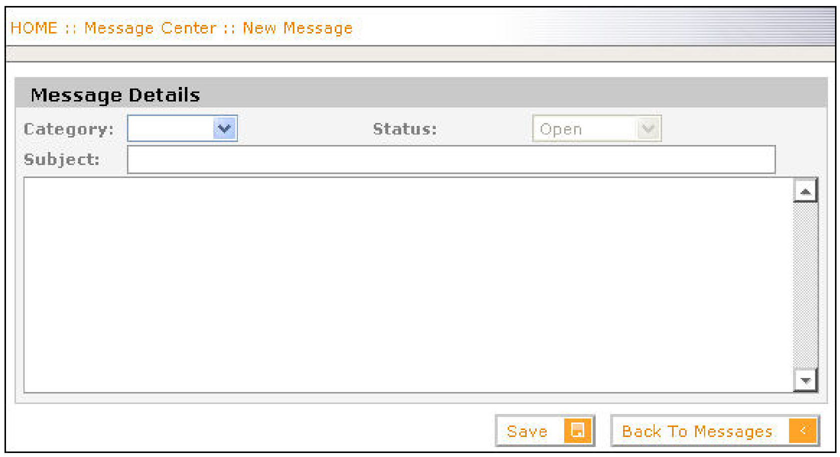
Creating an Issue Message

Procedure

Follow the steps in the table below to create an issue.

Procedure
(continued)

Step	Action
1	From the menu bar, click **Messages**. **Result**: The Message Center page appears.
2	Click **Create New Issue**. **Result**: The New Message page appears.



3	From the **Category** drop-down menu, select a category that best describes your issue.
4	Type a subject into the **Subject** field.
5	Type an issue message into the text box.
6	Click **Save** to submit your issue message.
7	Click **Back to Messages** to cancel the message and go back to the Message Center page.

Responding to an Answer

Introduction

If you posted a message and the PMP Administrator's response did not resolve the issue, then you can respond to the administrator's answer with follow-up questions or comments.

Procedure

Follow the steps in the table below to respond to an answer.

Step	Action
1	From the menu bar, click **Messages**. **Result**: The Message Center page appears.
2	Click the message that you want to respond to. **Result**: The Message Detail page appears.
3	In the **Responses** text box, type your response below the administrator's message. **Note**: The **Responses** text box is the only text box used during a correspondence. To track each response, organize the **Responses** text box by typing your name or job title before your response. For example, type "User:" before each response that you provide.
4	If the administrator's response resolves your issue, click **Closed** from the **Status** drop-down menu to close the issue.
5	Click **Save** to submit your response.
6	Click **Back to Messages** to cancel changes.

Chapter 5: My Account

Overview

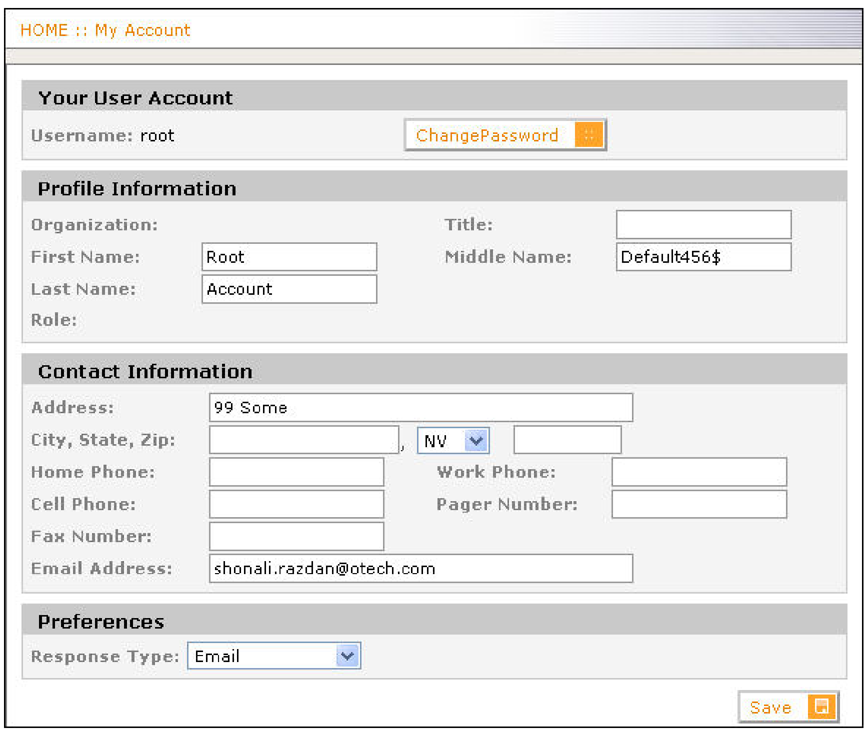
Introduction

The My Account section allows you to view or change your user account and contact information, such as your password, your title, your address and telephone numbers, as well as your preference for receiving messages from the Web Center.

Viewing or Changing Account Information

Procedure

Follow the steps in the table below to view or change account information.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the menu bar, click My Account.
Result: The My Account page appears.


</td></tr>
<tr><td>2</td><td>To change your account information, edit the information in the appropriate fields.</td></tr>
<tr><td>3</td><td>To change your password, click Change Password and follow the Changing your Password procedure on the next page.</td></tr>
<tr><td>4</td><td>Click Save to save the changes.</td></tr>
</table>

Changing your Password

Procedure

Follow the steps in the table below to change your password.

Step	Action
1	From the menu bar, click **My Account**. **Result**: The My Account page appears.
2	Click **Change Password** to change your password. **Result**: The Change Password page appears.
3	In the **Current Password** field, type your current password.
4	In the **New Password** field, type your new password. Passwords must include at least: • A total of 8 characters in length • One uppercase alphabet letter • One lowercase character • One numeric character • One symbol or special character (#, @, $, %, *, &, !) **Example**: Root$123
5	In the **Confirm Password** field, type your new password again.
6	Click **Change** to save your new password. You will receive an e-mail notification that your password has been changed.
7	Click **Cancel** to delete all changes. Your password is not changed and you are returned to the My Account page.

Email Notification of Account Changes

Note: The PMP system automatically notifies you by email if any information has been changed on your My Account page.

- If your email address has been changed, an email notification is sent to both the old and the new email address informing you of the change.
- If any other information has been changed an email notification is sent to your email address notifying you that a change has been made.

If you feel that the information that was changed is incorrect, you need to contact the PMP administrator immediately.

Chapter 6: FAQs

Overview

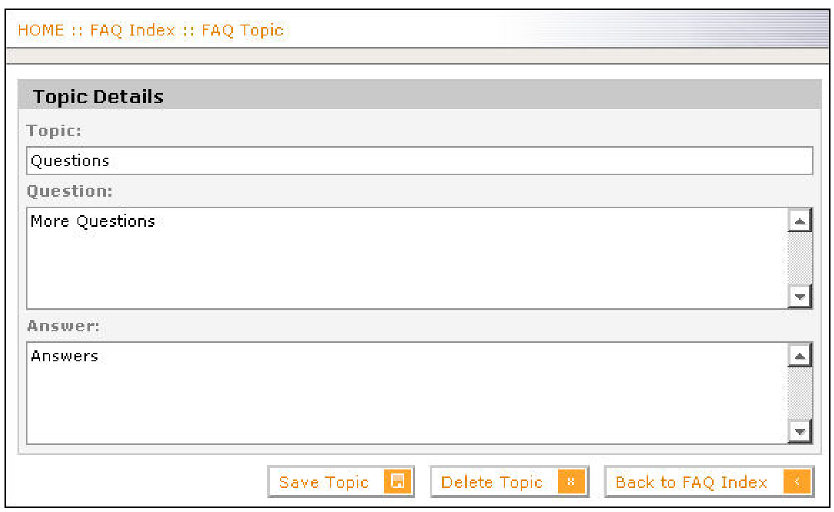
Introduction

The FAQ section allows users to view Frequently Asked Questions. Information in this section should answer many user questions regarding using the Iowa PMP Web Center.

Viewing an FAQ Topic

Procedure

Follow the steps in the table below to view an FAQ topic.

Step	Action
1	From the menu bar, click **FAQ**.
2	From the FAQ Index page, click the name of the FAQ topic that you want to view. **Result**: The FAQ Topic page appears. 

Chapter 7: InfoCenter

Overview

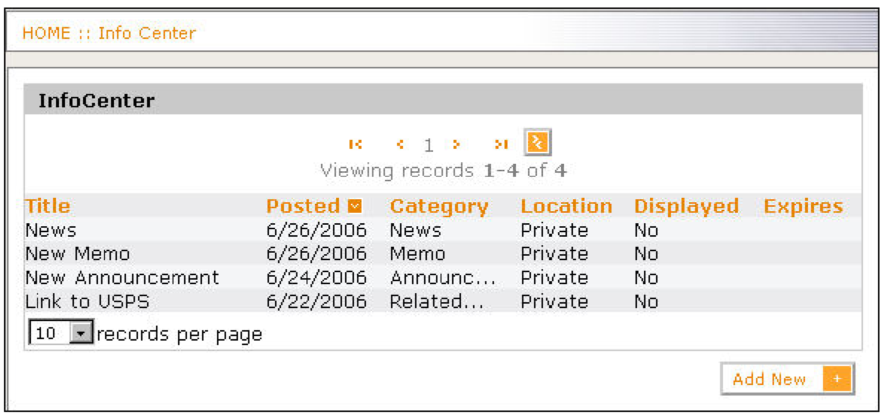
Introduction

The InfoCenter section allows users to view the news and information that was posted to the Portal.

Viewing the InfoCenter

Procedure

Follow the steps in the table below to view the InfoCenter.

Step	Action
1	From the menu bar, click **InfoCenter**. **Result**: The InfoCenter page appears. 

Chapter 8: Related Links

Overview

Introduction

The Related Links functionality allows you to quickly access important external websites.

Using a Related Link

Procedure

Follow the steps in the table below to use a related link.

Step	Action
1	From the menu bar, click **Related Links**. **Result**: The Related Links page appears. 
2	Click on the link that you wish to view.